Child Care Subsidy Program Online Billing

Provider Training

Child and Family Services
An Office of the
Department of Health and Human Services

Paul R. LePage, Governor   Mary C. Mayhew, Commissioner

Spring 2016

Press the Down Arrow to continue…

Instructions

- **This presentation is in slide show format.**

- **You can read the information on the slides at your own pace.**

- **Click on the down or right arrow to advance through the presentation.**

- **Use the up or left arrow to navigate backwards.**

- **If you have any difficulties operating this training call the Child Care Subsidy Program at 1/877-680-5866.**

Welcome

The Child Care Subsidy Program is now able to offer child care providers who are caring for children on the Child Care Subsidy Program the option of billing online. Providers can submit a bill for the hours they care for children receiving subsidy at their own convenience and without waiting for the paper bill. This will make program participation easier for providers who are vital to the wellbeing of Maine children.

To open a new on-line account

File   Edit   View   Favorites   Tools   Help

Child and Family Services
An Office of the Maine Department of Health and Human Services

Type in your Email ID and Password and click the Sign-In Button

Email ID   [   ]
Password   [   ]

Sign-In

Click here if forgot your password
Click here to apply for new Provider Account
Child Care Choices Website

Click here

Credits	Help	Policy	Contact
Department of Health and Human Services Maine People Living Safe, Healthy and Productive Lives	CCSP Help	CCSP Policy	2 Anthony Avenue, State House Station # 11, Augusta, Maine-04333 Phone:1-877-680-5866 Phone:1-877-680-5866

Copyright © 2010
Copyright © 2010

Enter the Provider ID and User Information

Child Care Resource Address

Physical Business Address

Street [ ]
City Waterville, ME 04901
County KENNEBEC

Mailing Address

Street [ ]
City Waterville, ME 04901

- The addresses will populate automatically when the License ID is entered.

- Double check the addresses for accuracy.

- If the address is wrong call or email the CCSP office.

Acknowledge the Release Statement and click Submit

☑ **Release Statement:** I, the undersigned, hereby agree that the information provided in this enrollment form is complete, accurate and will be entered into the Maine Department of Health and Human Services (DHHS) Child Care Subsidy online invoicing database. I understand that I am responsible for information included in this application. I understand that I am responsible for the individual(s) who access the Maine Department of Health and Human Services (DHHS) Child Care Subsidy online invoicing database. I understand that DHHS is a public entity and will protect the confidentiality of personal information provided to the extent permitted under state and federal law.

I understand that the information in my file will be used by relevant State agencies and programs to verify provider status and billing information.

Submit   Go To Sign-In

CCSP Specialist Approves the Online Billing Account

- An email is sent to the person who signed up.
- The email contains the initial account password.
- Copy the temporary password (case sensitive)
- Go to the CCSP home page and log in.

Sign in with the temporary password

Next you must change your password
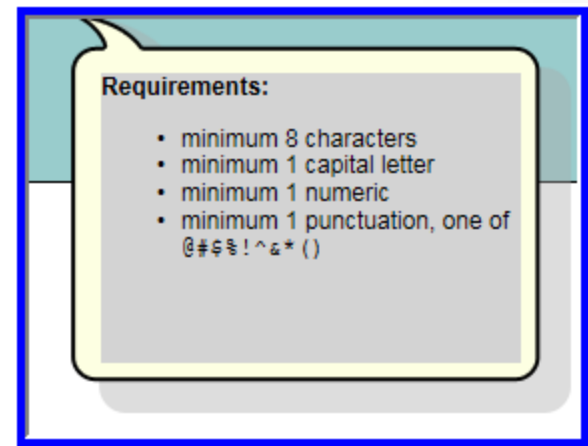

- If your password does not meet the minimum standards, a warning will appear.
- Click the ? Bubble for more information.

Password Instructions

- Ensure that your new password meets the requirements.

- Type and confirm the new password.

Requirements:

- minimum 8 characters
- minimum 1 capital letter
- minimum 1 numeric
- minimum 1 punctuation, one of @#$%!^&*()

After Changing your Password

Child and Family Services
An Office of the Maine Department of Health and Human Services
...@maine.gov   Log Out

- You might want to double check that the new password saved properly, if so, click the Log Out button.

- Reopen the home page.

- Sign in again with the new password.

- **Note**: if you are signing up for more than one Child Care Provider; maybe you work as an account manager or bookkeeper, sign up for one account one at a time.

Choose a Security Question & Answer It

Top Banner Information
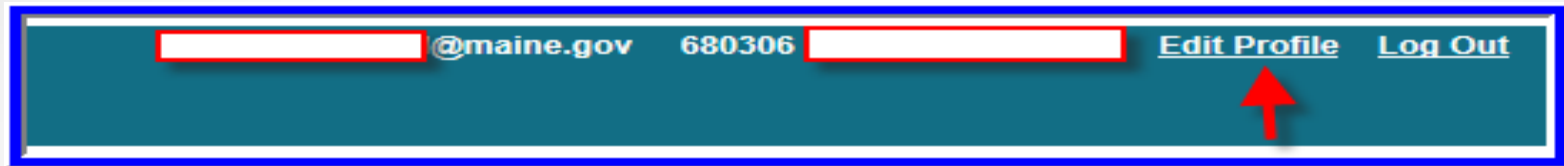
- You will see the users' email address
- The provider ID number (6 digits)
- The name of the provider (Child Care Provider)
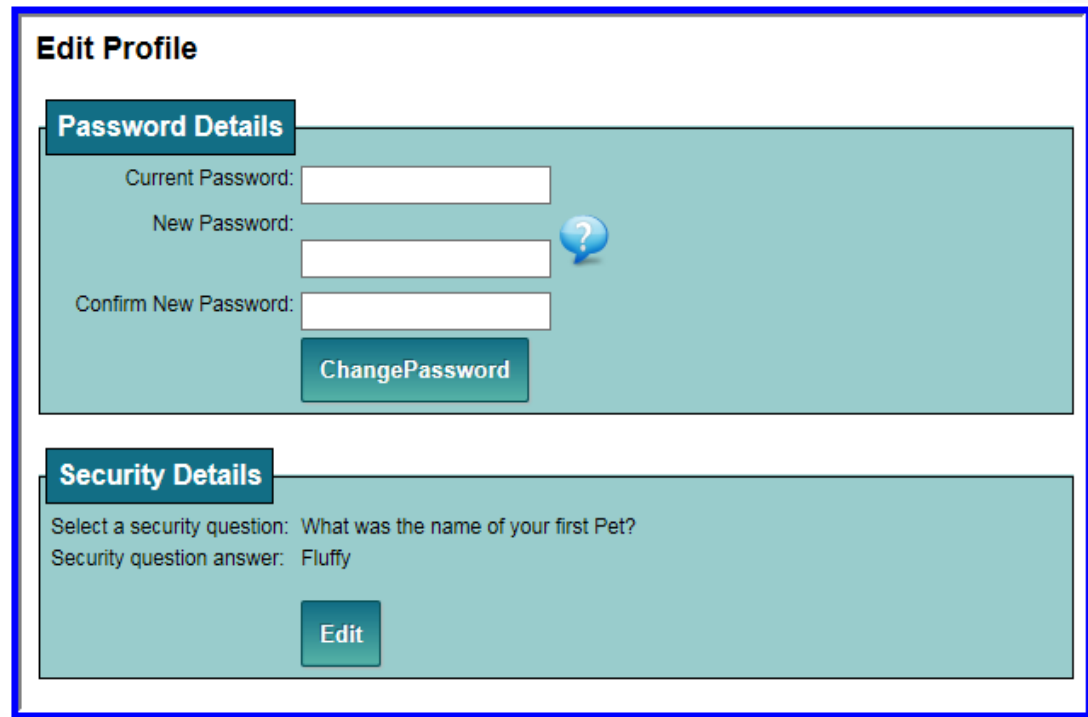
- Edit Profile Button
- Log Out Button

Edit Profile

- You can change your password

- You can edit your Security Question and Answer
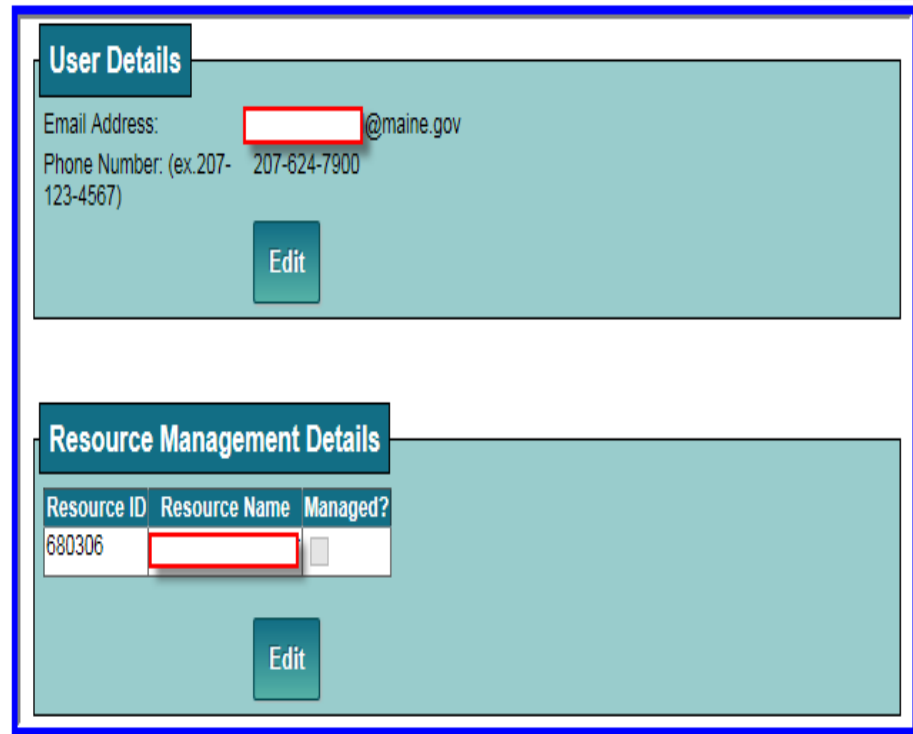
Edit Profile

- Verify the User Details

- Click **Managed** if the business manager of a large child care provider facility needs to receive all email changes from multiple sites and multiple users.
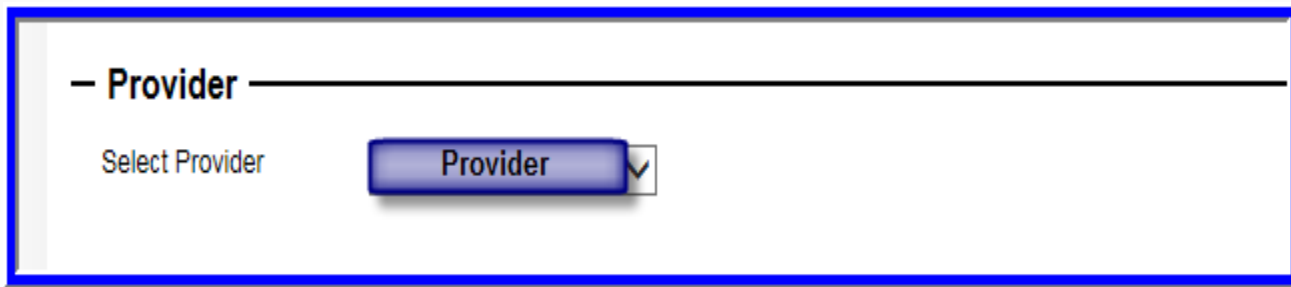
Home Page
Provider Name

- The name of the Child Care Provider will appear in the box.

- If you are bookkeeper for many Child Care Providers, all the names will appear when you click the down arrow. Choose the provider you wish to work on.

Home Page
Select Invoice

- The box will show many invoice periods.
- Highlight the service period and then click the Select button.

Home Page
View Invoices

- This is the section where you can view invoices.

- There will be more about this section later in the training.

Open an Invoice Period Review the Invoice Layout

Invoice

Service Period 03/19/2016 - 04/01/2016   **Status** Not Yet Submitted   **Status Date** 4/7/2016

CHILD NAME	AGE GROUP	CASE HEAD NAME	MAX HOURS	WEEK	PAR FEE PAID	REG HOURS	EXC HOURS	UN EXC HOURS	OFF HOURS	TOTAL HOURS	STATUS

- Once you select the service period, information about the service period is shown:
  - The service period date range
  - The status of the service period invoice
  - The status date is the latest date an item on the invoice has been changed and properly saved.

Invoice Layout

CHILD NAME	AGE GROUP	CASE HEAD NAME	MAX HOURS	WEEK
Child's Name	School Age	Parent's Name	29.99	03/19 - 03/25

- The invoice columns are:
  - Child's Name
  - Age Group of the child
  - Case Head Name (the person who applied to the CCSP program)
  - Maximum Hours for the one week period.
  - Week /Date range

Invoice Layout

PAR FEE PAID	REG HOURS	EXC HOURS	UN EXC HOURS	OFF HOURS	TOTAL HOURS	STATUS

- The invoice columns cont…...
  - Parent Fee Paid check box
  - Regular Hours
  - Excused Hours
  - Unexcused Hours
  - Off Hours
  - Total Hours
  - Status
    - Examples are submit, rejected and paid.

Verify the Children

CHILD NAME	AGE GROUP
Child #1	School Age
Child #2	School Age
Child #3	School Age

- Double check that all the children are listed on the invoice for the invoice period.

- If one or more children are missing call your CCSP worker **before** submitting the invoice.

Enter Invoice Hours

WEEK	PAR FEE PAID	REG HOURS	EXC HOURS	UN EXC HOURS	OFF HOURS	TOTAL HOURS	STATUS
03/19 - 03/25	☑	24	4	0	0	28.00	SUBMIT ⌄
Comments	A provider may write a comment in this box						

- Click the Parent Fee Paid if applicable.
- Enter the Hours as appropriate.
- Write a comment if needed.
- Update the Status to Submit when the row is complete.

Save & Submit

- Buttons along the bottom of the invoice are:
  - Save Work
  - Submit Invoice
  - Print Invoice
  - Home
  - Set all to Submit Status (meaning you can set all invoice rows to "submit" by clicking that button).

Checking for Errors

Service Period 03/19/2016 - 04/01/2016   **Status** Not Yet Submitted   **Status Date** 4/7/2016

For ▮▮▮▮ ▮▮▮▮ (row 3) the total hours entered exceeds the maximum allowed.

				Comments		
	School Age	29.99	03/19 - 03/25	38	0	0	0	38	* SUBMIT
				Comments		

- Once you click Save Work the system will check for errors.
- The error reason is found in the header row.
- A red asterisk shows where the error is located.

Saved & Submitted

Invoice is saved and 6 invoice rows are submitted

Save Work   Submit Invoice   Print Invoice   HOME   Set All to Submit Status

NOTE

- When the Child Care Provider's bill is correctly completed and submitted to the Department within the time frame stipulated in the Provider Agreement, the Department will pay the Child Care Provider within ten (10) working days of receiving the Child Care Provider's request for payment.
- If any child that you provided child care for under the Child Care Subsidy Program is not listed, please call your Child Care Subsidy Specialist at 1-877-680-5866 before submitting the invoice.

- Click Submit Invoice and receive the confirmation message.
- A message then appears once the invoice is saved and the rows are submitted.

CCSP Specialist Approves or Rejects the Invoice

From: Helpdesk.MACWIS@maine.gov
To: ▭
Cc:
Subject: CCSP Web Invoice Submission - Rejected Item(s)

There were 6 items rejected on Invoice Number 302783 from ▭ for the Period Beginning 3/19/2016.
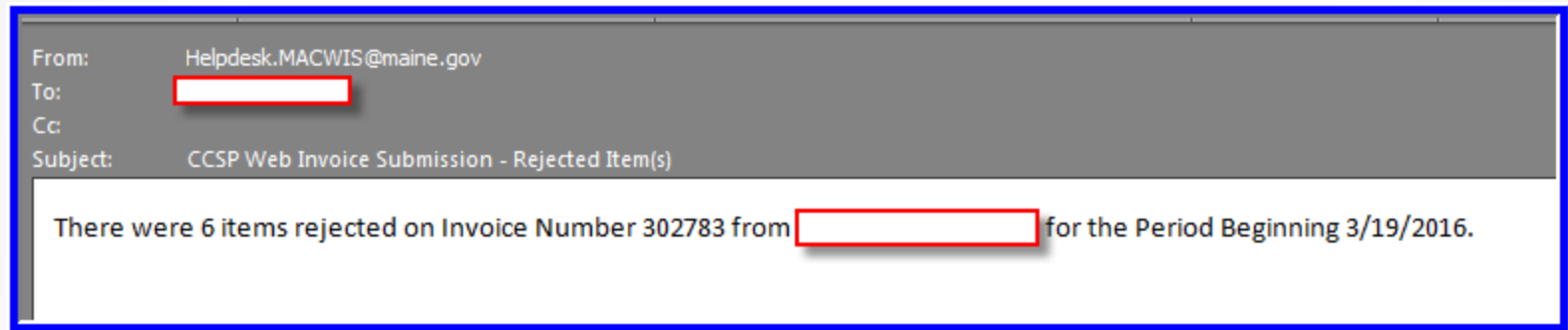
- If the CCSP specialist rejects a row or rows submitted, the user will receive an email.
- The email will identify how many items were rejected on a specific invoice for a specific period.

On-Line Account User will fix the errors

Status Rejected   **Status Date** 4/10/2016

AME	MAX HOURS	WEEK	PAR FEE PAID	REG HOURS	EXC HOURS	UN EXC HOURS	OFF HOURS	TOTAL HOURS	STATUS
	29.99	03/19 - 03/25	☑	24	4	0	0	28	REJECTED ⌄
Comments			A provider may write a comment in this box						
	29.99	03/26 - 04/01	☑	28	0	0	0	28	REJECTED ⌄
Comments									

- Review the hours submitted.
- Correct the hours where needed
- Call the CCSP office if you have questions
- Change the status to Submit
- Save the invoice

View All Invoices

To **View** an **Invoice;** first return to the home page

Enter an Invoice #

Or choose a status; All, Incomplete or Approved

 Or choose a service period date range.

Click Search Invoices

Invoices Found

Invoice History

Service Period	Invoice No	Invoice Status	Status Date	Invoice Amount	Paid Date	Check Number
04/16/2016 - 04/29/2016	302779	Incomplete	04/07/2016			
04/02/2016 - 04/15/2016	302778	Incomplete	04/07/2016			
03/19/2016 - 04/01/2016	302783	Incomplete	04/10/2016			
03/05/2016 - 03/18/2016	302782	Approved	04/07/2016	$283.50	03/28/2016	0010492144
02/20/2016 - 03/04/2016	302781	Approved	04/07/2016	$283.50	03/14/2016	0010457491
02/06/2016 - 02/19/2016	302780	Approved	04/07/2016	$283.50	02/29/2016	0010421441
01/23/2016 - 02/05/2016	302785	Approved	04/07/2016	$283.50	02/16/2016	0010387177
01/09/2016 - 01/22/2016	302784	Approved	04/07/2016	$283.50	02/01/2016	0010360647

- If you choose to **View All Invoices**, then all invoice periods will appear in the list.
- To View an invoice, click on the service period date range. The link within the date range field, will bring up the details of the invoice.

Invoice Statement

Summary Of Child Invoices

CHILD NAME	SERVICE PERIOD	STATUS	STATUS DATE	AMOUNT	OFF HOURS	PARENT FEE	ABS PAR FEE ADJ	VENDOR ADJ	QRS BUMP	NET AMOUNT	CHECK NO	CHECK DT
	03/19/2016 - 03/25/2016	Submitted	04/10/2016									
	03/26/2016 - 04/01/2016	Submitted	04/10/2016									
	03/19/2016 - 03/25/2016	Submitted	04/10/2016									
	03/26/2016 - 04/01/2016	Submitted	04/10/2016									
	03/19/2016 - 03/25/2016	Submitted	04/10/2016									
	03/26/2016 - 04/01/2016	Submitted	04/10/2016									

- This is an example of an invoice submitted, but not yet approved by the CCSP Specialist.

Invoice Statement

Summary Of Child Invoices

CHILD NAME	SERVICE PERIOD	STATUS	STATUS DATE	AMOUNT	OFF HOURS	PARENT FEE	ABS PAR FEE ADJ	VENDOR ADJ	QRS BUMP	NET AMOUNT	CHECK NO	CHECK DT
	03/19/2016 - 03/25/2016	Approved	04/10/2016	$47.25	$4.56	$8.00	$0.00	$0.00	$0.00	$43.81		
	03/26/2016 - 04/01/2016	Approved	04/10/2016	$47.25	$4.56	$8.00	$0.00	$0.00	$0.00	$43.81		
	03/19/2016 - 03/25/2016	Approved	04/10/2016	$47.25	$5.13	$0.00	$0.00	$0.00	$0.00	$52.38		
	03/26/2016 - 04/01/2016	Approved	04/10/2016	$47.25	$5.13	$0.00	$0.00	$0.00	$0.00	$52.38		
	03/19/2016 - 03/25/2016	Approved	04/10/2016	$47.25	$5.13	$0.00	$0.00	$0.00	$0.00	$52.38		
	03/26/2016 - 04/01/2016	Approved	04/10/2016	$47.25	$5.13	$0.00	$0.00	$0.00	$0.00	$52.38		

- Invoice is approved and not yet paid

Invoice Statement

Summary Of Child Invoices

CHILD NAME	SERVICE PERIOD	STATUS	STATUS DATE	AMOUNT	OFF HOURS	PARENT FEE	ABS PAR FEE ADJ	VENDOR ADJ	QRS BUMP	NET AMOUNT	CHECK NO	CHECK DT
	03/05/2016 - 03/11/2016	Paid	04/07/2016	$47.25	$0.55	$8.00	$0.00	$0.00	$0.00	$39.80	0010492144	03/28/2016
	03/12/2016 - 03/18/2016	Paid	04/07/2016	$47.25	$6.48	$8.00	$0.00	$0.00	$0.00	$45.73	0010492144	03/28/2016
	03/05/2016 - 03/11/2016	Paid	04/07/2016	$47.25	$0.55	$0.00	$0.00	$0.00	$0.00	$47.80	0010492144	03/28/2016
	03/12/2016 - 03/18/2016	Paid	04/07/2016	$47.25	$6.48	$0.00	$0.00	$0.00	$0.00	$53.73	0010492144	03/28/2016
	03/05/2016 - 03/11/2016	Paid	04/07/2016	$47.25	$0.55	$0.00	$0.00	$0.00	$0.00	$47.80	0010492144	03/28/2016
	03/12/2016 - 03/18/2016	Paid	04/07/2016	$47.25	$6.48	$0.00	$0.00	$0.00	$0.00	$53.73	0010492144	03/28/2016

- Invoice is paid and the check number and date are shown.

Lower Banner

Credits	Help	Policy	Contact
Department of Health and Human Services — Maine People Living Safe, Healthy and Productive Lives	CCSP Help	CCSP Policy	2 Anthony Avenue, State House Station # 11, Augusta, Maine-04333 Phone:1-877-680-5866 TTY: Maine relay 711
Copyright © 2010 All rights reserved.			

- The bottom of the web page contains
  - The credits and copyright information
  - CCSP Help (link)
  - CCSP Policy (link
  - Contact information for the program

Help Files

- **Click CCSP Help and another web page will open**

CCSP Policy Rules

- **When you click the CCSP Policy link, a document will open.**
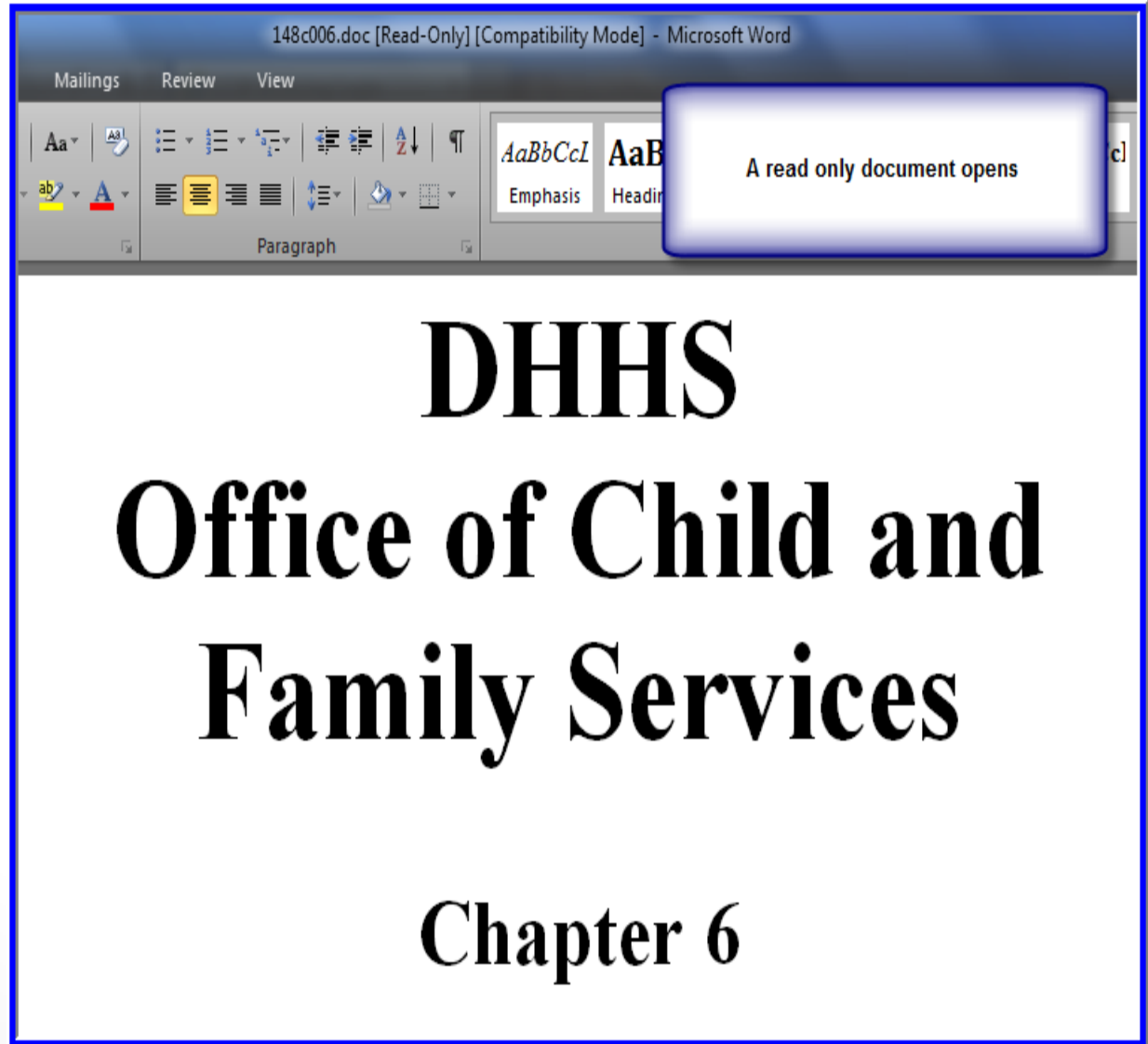
Next Step

- Thank you for reading this training presentation.
- Please proceed to click the link below and complete the form with your name, email address and geographic location.
- Answer the questions.
- A certificate will populate when the form and questions are complete.
- Print the certificate if you are using Internet Explorer or Foxfire.
- You can Print or Save the certificate if you are using Google Chrome.

http://www.maine.gov/dhhs/ocfs/ec/occhs/web-billing-questions.html